Public Comments on Framework for Next Generation 911 Deployment:========

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I've been coordinating an international effort called Open311 which is developing an open standard for internet based 311 non-emergency services. The Open311 effort and the NG911 efforts clearly have much to learn from one another. Initial versions of the Open311 protocol are being implemented in San Francisco, Washington DC, and Boston while many more cities are in earlier stages of coordinating adoption.?

From what I've seen so far, most of the NG911 studies and proofs of concept have focused on the underlying VOIP, SMS, and Video protocols without considering some of the more in-depth application process that can facilitate many of these interactions. The NG911 effort should be able to benefit from

the higher level application workflow and data-standardization considerations developed within Open311.?

In general, I think the NG911 effort could leverage the community of innovative cities which are already deploying these technologies with their 311 systems. NG911 could potentially work with existing Open311 implementations as a low-risk testbed to prepare for the NG911 transition. Ultimately, both efforts should be better coordinated and possibly merged into one.?

In addition to focusing on standardization and interoperability around traditional 311 interactions, the Open311 effort is also meant to enable opportunities for more collaborative interactions. Furthermore, the standardization process has been addressing adhoc service discovery for routing in a distributed architecture as well as discovery to indicate service capability thus allowing varied functionality and future-proofing of new technologies and standards. The routing mechanism serves the same purpose as the LoST ?forrest guide? but attempts to use existing data rather than depending on a national maintainer of a 311 lookup directory.

General information can be found at http://open311.org or by contacting me. There's also White House support: http://www.whitehouse.gov/blog/2010/03/03/open-311